



# STATE HEALTH REPOSITORY TOOL (SHRT) and PREMIUM BILLING JOB AID



Table of Contents .....	3
State Health Repository Tool (SHRT) .....	4
Accessing SHRT.....	4
First-time Access .....	5
File Sharing by Payroll Location Type.....	6
Uploaded Files.....	7
Downloaded Files.....	7
Uploading Files.....	8
Downloading Files .....	9
File Management/Archiving .....	10
Additional SHRT Instructions .....	11
State Health Repository Tool (SHRT) Troubleshooting Tips.....	12
SHRT – Monthly Premium Billing/Distribution Process .....	15
Monthly Premium Billing Process Flow .....	15
Monthly Premium Billing Cycle .....	16
Accessing Monthly Premium Billing on SHRT .....	16
Premium Billing Reports .....	17
Discrepancies .....	17
Funding Process .....	18
Manual % of Payroll Calculation Process .....	19
Contact .....	20

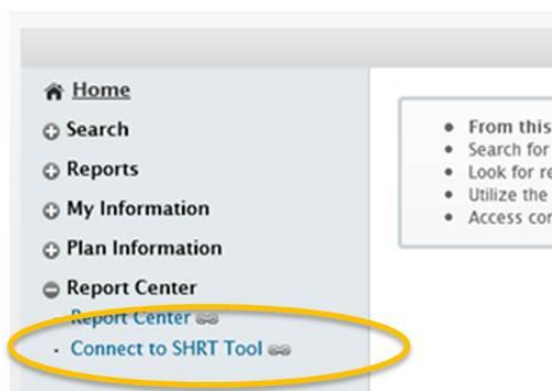


## STATE HEALTH REPOSITORY TOOL (SHRT)

The State Health Repository Tool (SHRT) is a web-based application that allows payroll locations to share data with SHBP.

### Accessing SHRT

SHRT is accessed through the SHBP Enrollment Portal ([mySHBPga.adp.com](http://mySHBPga.adp.com)), and clicking the Connect to SHRT Tool link in the left-hand menu.



If a user requires access to SHRT or different access rights, they should contact their SHBP Employer Services contact.

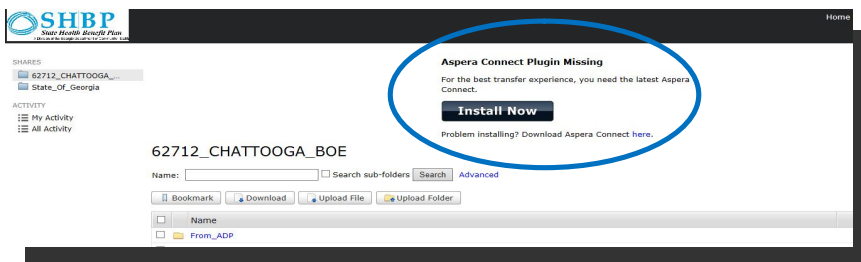
NOTE: If you are using Internet Explorer make sure client either had pop-up blocker turned off or that a pop-up blocker exception is in place. If this is not done then the Connect to SHRT link may not function properly.

## First-time Access

First-time users are required to install a plug-in the first time SHRT is accessed on that computer. Follow the steps below to install the plug-in.

### A. Install the Plug-in

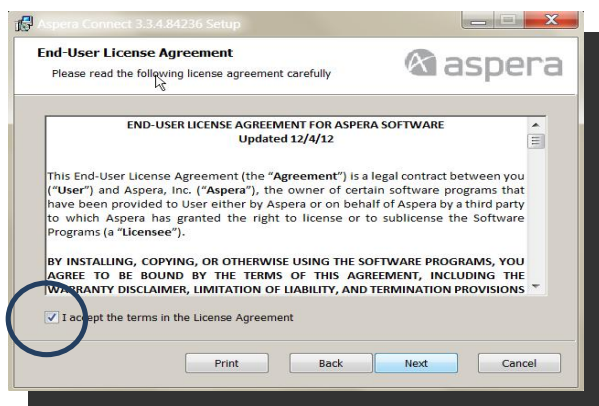
1. When you click on a folder for the first time, you'll see the following at the top of the page. Click the Install Now button located in the center of the top of the home page.



A window will open, and the plug-in will begin installing automatically. If your browser displays a security prompt/warning, click Allow, Continue or Install to proceed.

TIP: Once complete, the window showing "Installing Plugin" may still appear at the top of the screen. No action is required.

2. Accept the License Agreement by checking the box, and then click Next.



If you are unable to install the plug-in and receive Error Code 11, 12 or 47, please provide the information Troubleshooting information to your IT Department in order to continue.

## File Sharing by Payroll Location Type

Agency Type	Upload	Frequency	Download	Frequency
<i>Automated</i>	AUF File	Daily	Payroll Error Report	Daily
	PUF File	Monthly	Payroll Deduction File (Change File)	Daily
			Proof Bill Report	Daily
			Payroll Deduction File (Full File)	Monthly
			Payroll Comparison Report	Monthly
			Premium Billing Report	Monthly
<i>Peoplesoft</i>	PUF File	Monthly	Payroll Error Report	Daily
			Proof Bill Report	Daily
			Payroll Comparison Report	Monthly
			Premium Billing Report	Monthly
<i>Manual</i>	PUF File	Monthly	Proof Bill Report	Daily
			Payroll Deduction File (Change File)	Daily
			Payroll Deduction File (Full File)	Monthly
			Payroll Comparison Report	Monthly
			Premium Billing Report	Monthly

## Uploaded Files

- Demographic Data File (AUF) – uploaded daily (additional description needed). This will result in a Payroll Error Report IF errors have been identified.
- Payroll Update File (PUF) – loaded monthly by the 7<sup>th</sup> of each month. This will result in a Payroll Comparison Report being produced by the 14<sup>th</sup> of each month.

## Downloaded Files

- Payroll Error Report – received daily only if AUF has been sent and only when errors are identified during the data load process.
- Payroll Deduction (Change & Full) – The daily version contains payroll deduction updates that have occurred since the prior day's file was produced. The monthly version is a full file containing all deductions for the employees in your location(s).
- Payroll Comparison Report – Identifies any variances that exist between your payroll system's extract (PUF) and the enrollment portal's benefit elections and the corresponding deductions.
- Premium Billing Reports and Vouchers – All reports needed to submit the premiums for your location(s).
- Proof Bill Report – Identifies any changes that have been processed in the enrollment portal that have impacted costs for the participant's benefits since the last Proof Bill was produced.

## Uploading Files

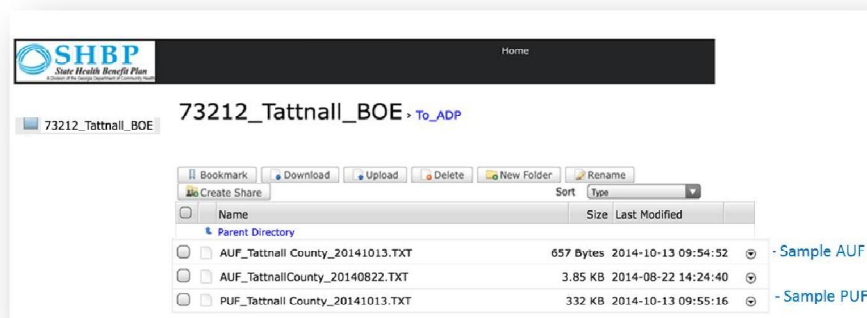
Upload your file to the To ADP folder within your payroll location folder in the SHRT.

1. Click on one of your payroll locations (on the left of your screen).
2. Mouse-over the To ADP link (in blue) and click on it to open the folder. See the sample screen shot below. Your actual screen will vary based on your access rights.



3. Once the folder is open, click the Upload button and browse for your file. See the sample screen shot below. Your actual screen will vary based on your access rights.

*Note: If you support multiple locations, you can submit a consolidated file into any one of your payroll location To ADP folders.*

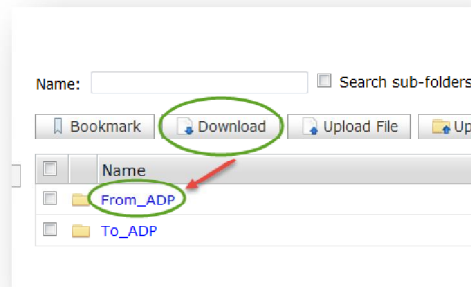




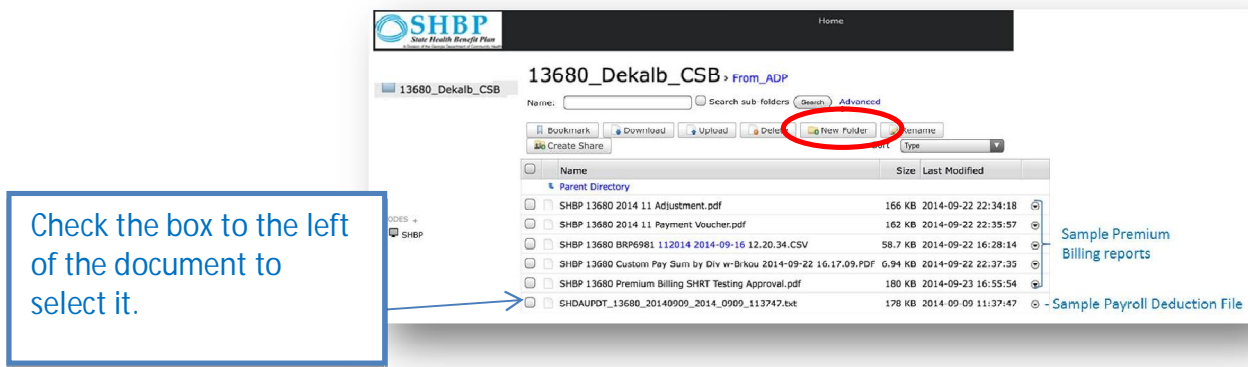
## Downloading Files

Download your file(s) from the From ADP folder within your payroll location folder in the SHRT.

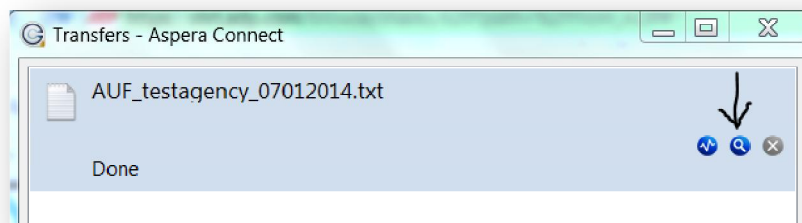
1. Mouse-over the From ADP link (in blue), and click on it to open the folder.



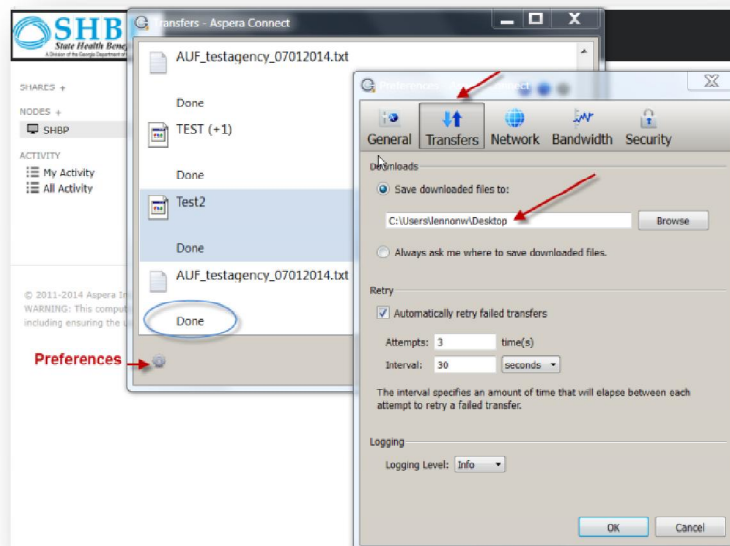
2. Check the box to the left of the document(s) to download and click the Download button. The screen below is a sample only. Your actual screen will vary based on your access rights.



3. A Transfers window (below) will appear showing the status of the download. When the file has downloaded successfully, the status appears as DONE. The file will appear in the Downloads folder in your profile. Another way to quickly access the file that was downloaded would be to click on the icon shown here. Clicking on it will automatically bring you to the location on your computer where the file(s) were downloaded.



4. Do not close the window until you see the word DONE and until you complete the next step. Prior to closing the window, be sure to select the Clear List option appearing at the bottom of the pop-up window.



You can change the location to save your downloads by clicking on the Preferences icon in the Transfers window (see above). Select the Transfers tab and browse for the location to save future downloads.

### File Management/Archiving

The daily files downloaded by ADP to the SHRT tool will be removed from the SHRT tool after 14 days and the monthly files will be removed after 90 days.

Files uploaded to ADP will be removed immediately after they have been processed and files uploaded to the upper level location folder will be removed after 5 days.

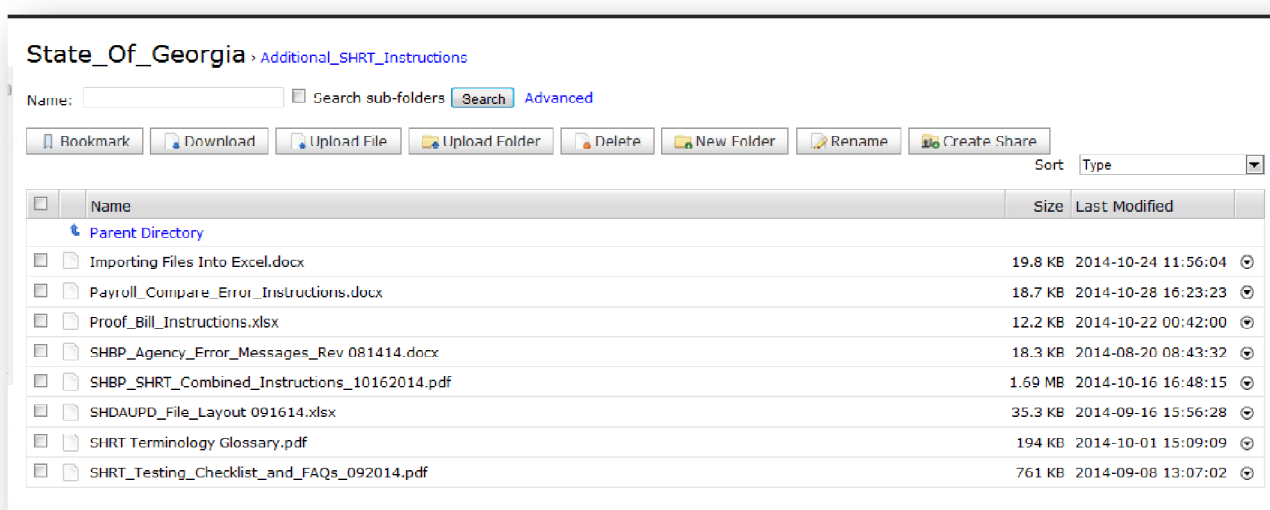
## Additional SHRT Instructions

The Additional SHRT Instructions folder contains the most up-to-date reference documents to assist with tasks associated with SHRT.

This will be a repository of documents that will be growing over time so check it regularly for updates to existing documents as well as new documents. As of the writing of this document, the following documents exist in this repository:

- SHBP\_SHRT\_Combined\_Instructions – complete instructions for all testing steps, including FAQs and troubleshooting.
- SHDAUPD\_File\_Layout – displays file layout for Payroll Deduction File – both the Change and Full file versions
- SHRT\_Testing\_Checklist\_and\_FAQs – Tool to help track your progress during testing
- SHRT Terminology Glossary – defines words associated with SHRT
- Importing Files Into Excel – Contains instructions regarding how to import information found in TXT files into Excel. Examples of files you may want to import into Excel are the payroll files.
- Proof Bill Instructions – Contains a generic report along with a description of each field appearing on the report so that you can determine when/how to make updates to the participant's deduction amounts in your payroll system.
- Payroll Compare Error Instructions – Contains each of the various types of discrepancies identified on the Payroll Comparison Report and the action(s) that need to be taken to research and/or resolve these discrepancies.

Check this folder regularly since the existing documents will be modified and new documents will be added, as needed.



## State Health Repository Tool (SHRT) Troubleshooting Tips

### Do not see all folders for the agency(ies) you support?

Send an email to your SHBP Employer Services/AST contact so your access privileges can be reviewed and updated, if required. If you expected to have access to certain agencies and do not see them listed, please include the names of the missing agencies.

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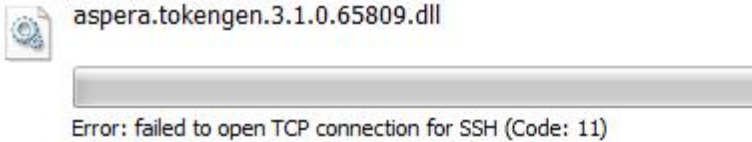
### Do not have the appropriate upload/download access needed for the processes you support?

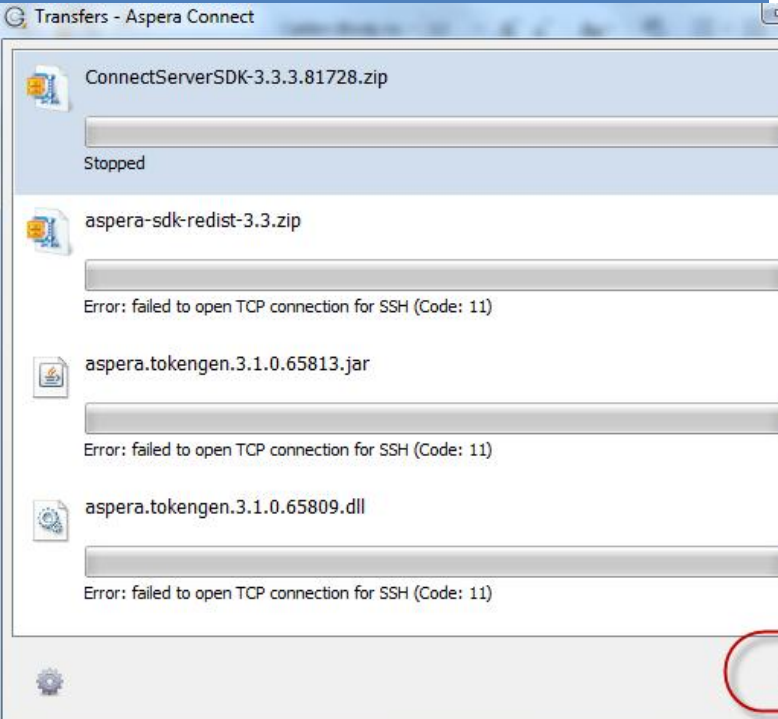
Please send an email to your SHBP Employer Services/AST contact so your access privileges can be reviewed and updated, if required. Please provide detailed information so ADP can take action on your account.

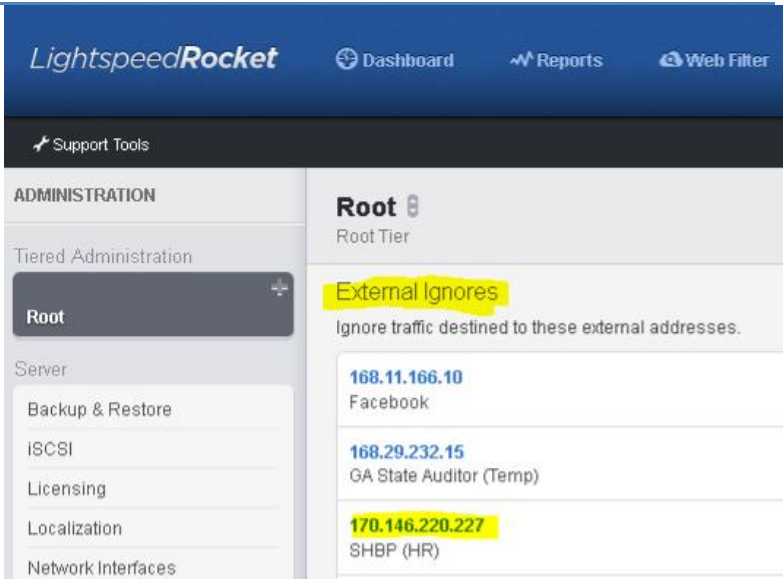
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### Error Code 11, 12, or 47

To resolve Error Codes 11, 12 and 47, settings with your internal system must be changed to allow the download. These internal settings must be changed by your local Network Analyst and Information Technology Department. Please forward this information and troubleshooting steps attached to your local Information Department.

Step	Process Flow Instructions	Screen Shot
1	During a transfer if the user encounters error codes 11, 12, 47, the following steps should be taken:	

2	With the transfer list still open, the user should click on Clear List in order to remove any failed transfers.	
3	The network management team for the user's location will need to confirm and/or enable outbound access to the following IP's and ports on their firewall.	Site: shrt.adp.com IP: 170.146.220.227 IP: 170.146.221.226 Protocol: TCP Ports: 80, 443, 33001, 4180, 4543 Protocol: UDP Port: 33001
4	If the user's location utilizes a content filter, the following IP's should be listed as ignored.	IP: 170.146.220.227 IP: 170.146.221.226

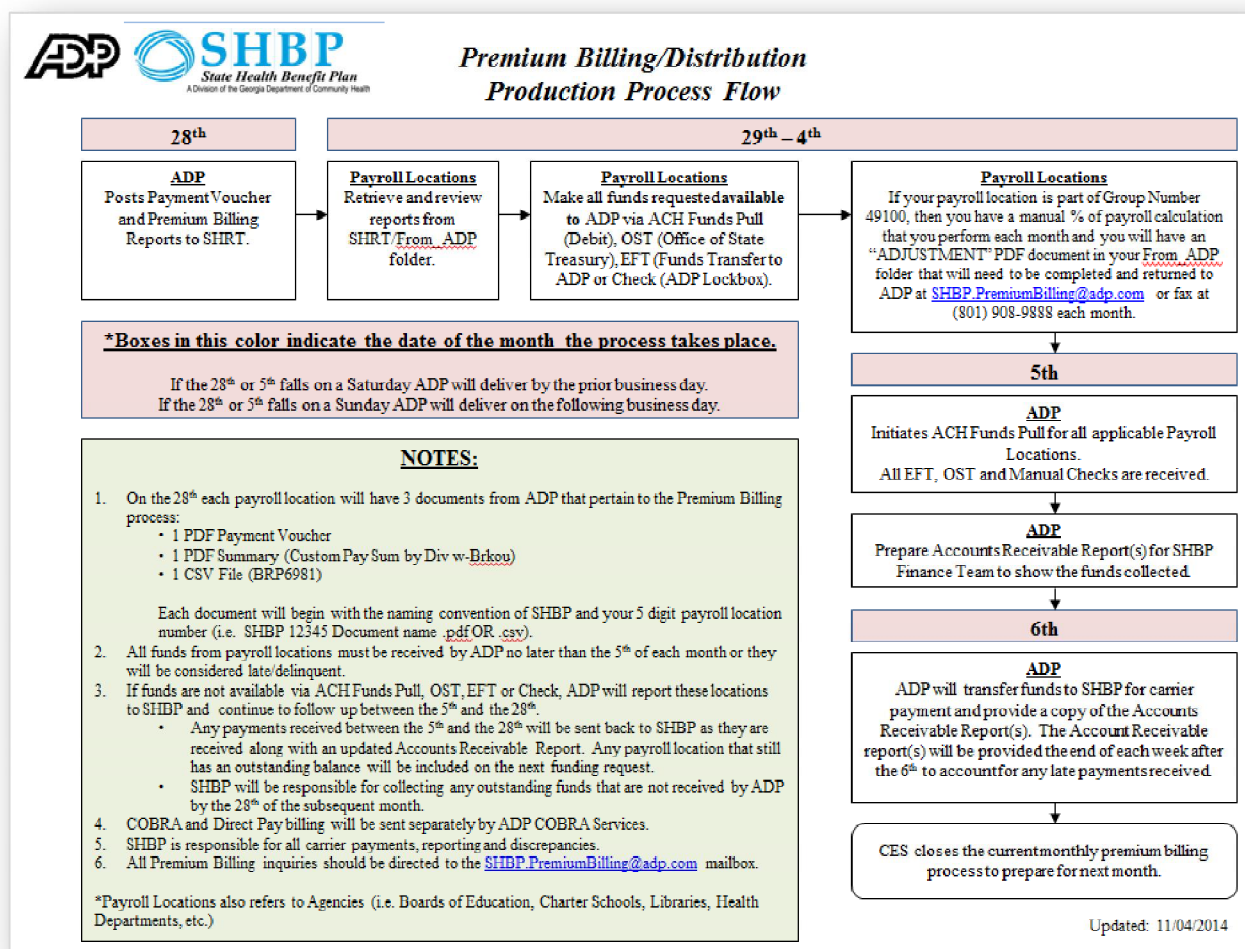
5	Below is an example of what a content filter will look like; however, the view may vary by site depending on what filtering product is in use.																
		<table><tr><td>10.10.10.1 (TECH)</td><td>170.146.220.227:33001</td><td>Unknown</td><td>Blocked</td><td>Peer-to-Peer</td></tr><tr><td>10.10.10.1 (TECH)</td><td>170.146.220.227:33001</td><td>Unknown</td><td>Blocked</td><td>Peer-to-Peer</td></tr><tr><td>10.10.10.1 (TECH)</td><td>170.146.220.227:33001</td><td>Unknown</td><td>Blocked</td><td>Peer-to-Peer</td></tr></table>	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer	10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer
10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer													
10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer													
10.10.10.1 (TECH)	170.146.220.227:33001	Unknown	Blocked	Peer-to-Peer													
6	Once confirmed, the content filter and firewall rules are completed. The user should try to upload and download a file again.																



## SHRT – MONTHLY PREMIUM BILLING/DISTRIBUTION PROCESS

### Monthly Premium Billing Process Flow

Below is the high level process flow for the Monthly Premium Billing/Distribution process.






## Monthly Premium Billing Cycle

The monthly Premium Billing reports will be posted by ADP Carrier Enrollment Services (CES) on the 28<sup>th</sup> of each month for the following month's premium bill.

- 28<sup>th</sup> – premium bill available on SHRT in From ADP folder for each location
- 29<sup>th</sup> through 4<sup>th</sup> – review and make manual calculation adjustments
- 5<sup>th</sup> – payment

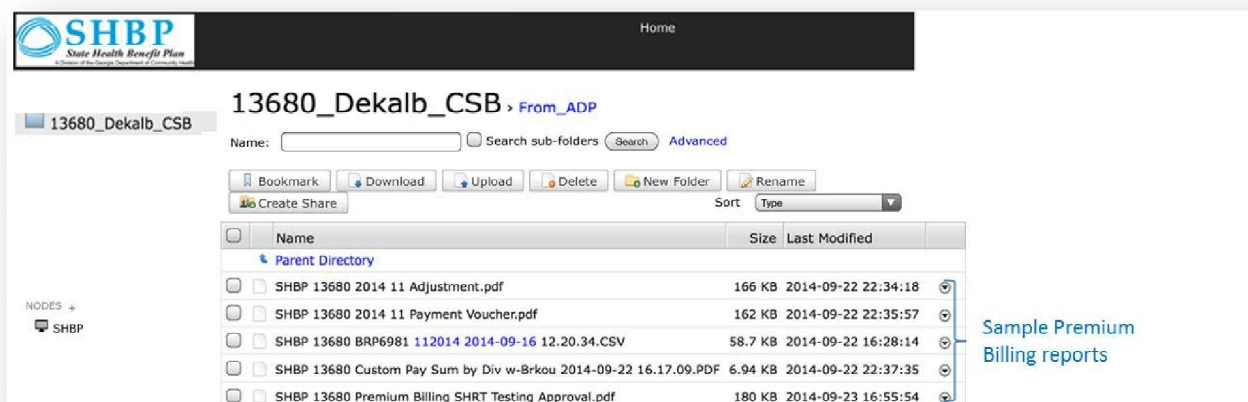
<b>28</b> <b>Premium</b> <b>Bill</b> <b>Available</b>	<b>29</b> <b>Review and manual calculation adjustments made between 29<sup>th</sup> and the 4<sup>th</sup> of the following month.</b>	<b>30</b>	<b>31</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>4</b> 	<b>5</b> <b>Payment Due</b>	<b>6</b>				

Note:

- If the 28<sup>th</sup> falls on a Saturday ADP will deliver by the prior business day.
- If the 28<sup>th</sup> falls on a Sunday ADP will deliver on the following business day.

## Accessing Monthly Premium Billing on SHRT

The Premium Billing Reports will be placed in the From ADP folder within each payroll location's folder, as shown in the *sample* screen shot below. Actual screens may vary based on access rights.





## Premium Billing Reports

Each payroll location will have three documents in its From ADP folder in SHRT pertaining to the Premium Billing process:

- (1) PDF Payment Voucher  
The Payment Voucher provides the Funds Request amount for the month as well as payment method details for that location. Locations sending payment to ADP via check you are required to return the voucher along with the check being mailed to the lock box.
- (1) PDF Summary (Custom Pay Sum by Div w-Brkou)  
The Summary provides payment calculations by vendor and summarizes each vendor, headcount and total calculations.
- (1) CSV File (BRP6981)  
The CSV file is the Employee-Level Roster Data. You will use this report to verify employee level calculations.

Each document name begins with "SHBP" and your 5 digit payroll location number (i.e. SHBP 12345 Document name.pdf OR .csv).

Note: If a payroll location is part of Group Number 49100, a manual % of payroll calculation is performed each month, and an additional PDF document (ADJUSTMENT.pdf) is placed in the From ADP folder to be completed and returned to ADP. See Manual % of Payroll Calculation Process for further details about this process.

## Discrepancies

If discrepancies are identified during the monthly review process (from the 28<sup>th</sup> through the 4<sup>th</sup>), payroll locations should send an email to [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) (or fax at 801-908-9888). Please include all of the information outlined in the table below and attach the information to the email in a spreadsheet documenting the discrepancies.

Payroll Location Number:						
Payroll Location Name:						
SSN *For security purposes provide the last 4 digits only	NAME	MONTH	AMOUNT PAID	AMOUNT OWED	ADJUSTMENT REQUESTED	ADJUSTMENT COMMENTS

The subject line of the email should contain the 5-digit payroll location number and read as follows:  
Subject: SHBP (Payroll Location #) – Discrepancies for (Month Year)

Payroll Locations can use the data in the CSV File (BRP6981 - Employee Level Roster Data) provided to document these discrepancies and return to ADP; however, records without discrepancies should be removed. The CSV should be named similarly to what is in the subject line of the email.

Payroll locations without a secure method of emailing these discrepancies to [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) can fax the spreadsheet to 801-908-9888, or can upload the spreadsheet into the To ADP folder within SHRT. If the file is uploaded to SHRT, send an email to [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) stating the discrepancies have been uploaded and include payroll location folder in which the discrepancy document is located.

Note: All discrepancies will be researched and resolved on the following month's billing cycle as long as they are reported to ADP by the 4<sup>th</sup> of the current month to allow time to research the issues.

### Funding Process

All funds must be received by ADP no later than the 5<sup>th</sup> of each month in order to complete the monthly billing process. Funding must be received by the 5<sup>th</sup> of the month in order to be included in the payment to SHBP. If payment is not received by the 5<sup>th</sup> of the month, the payroll location will be marked as delinquent, and an ADP resource will be contact the location via email and/or phone call to follow up on payment. If funds are not received by the 27<sup>th</sup> of the month, the delinquent locations will be turned over to SHBP to continue the follow up and collection of funds.

Note:

- If the 5<sup>th</sup> falls on a Saturday, funds are needed by the prior business day.
- If the 5<sup>th</sup> falls on a Sunday, funds are needed on the following business day.

Each payroll location has been identified as one of the following four methods of funding:

1. ACH Funds Pull by ADP
2. EFT Funds Transfer to ADP
3. Office of State Treasury (OST) Transfer Process
  - The Office of State Treasury will transfer all collected funds to ADP as received from the payroll locations.
  - The SHBP Finance Team will send a report listing each location and their payment amount to [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) no later than the 5<sup>th</sup> of each month.
4. Manual Check mailed to ADP Lock Box

Note: Payroll locations are not allowed to change method of payment without first contacting ADP for review and approval. Refer to the Payment Voucher PDF document in your SHRT folder for full details regarding the funding options.

### Manual % of Payroll Calculation Process

Payroll locations belonging to Group Number 49100 perform a manual % of payroll calculation each month, and need to complete an additional PDF document (ADJUSTMENT.pdf) located in the From\_ADP folder and return it to [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) (or by fax at 801-908-9888) no later than the 4th of each month in order for ADP to complete the monthly billing process and allocate the correct funding to that payroll location.

SAMPLE ADJUSTMENT PDF document

**Georgia Department of Community Health  
State Health Benefit Plan (SHBP)**

Your payroll location is part of Group Number 49100, which means you have a manual % of payroll calculation that you perform each month.

This form is **required** to be returned to [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) no later than the 4th of each month in order for ADP to complete the monthly billing process.

Month/Year:	01/2014
Payroll Location Number:	88041
Payroll Location Description:	FIRST DISTRICT RESA1

<b>Monthly % of Payroll Calculations Adjustment Amount:</b>	
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**PLEASE NOTE:** An individual form is required for each payroll location showing just the amount calculated for that location. You will find this form in each payroll location folder on SHRT to complete each month.

**Submit by Email**

The PDF document (sample above) will pre-fill the month/year, payroll location number, and payroll location description. Payroll locations input the Monthly % of Payroll Calculation Amount into the open box and click Submit by Email at the bottom of the form.

The Submit by Email button should open a new email using the computer's email program. The "To", "Subject" and "Email Body and Attachment" will automatically be included. A sender can copy themselves on this email at this time to retain a copy for reference. The pdf cannot be saved

with the amount included, but can be printed. The sent email can also serve as a back-up when sending to [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com).

Tip: If the Submit by Email button does not work, print a copy of the form and scan and email it to the email address. The subject line of the email should contain the 5-digit payroll location number and SHBP (payroll location number) – Additional Payment for (Month Year)

### Contact

All questions or concerns regarding this Premium Billing/Distribution process should be directed to the [SHBP.PremiumBilling@adp.com](mailto:SHBP.PremiumBilling@adp.com) email box (or fax at 801-908-9888).